

# HAPPY RETIREMENT!

## Congratulations Don!



**Don Shiels**

**44 Years at National Nonwovens**

**Retiring July 20, 2018**

### Don Shiels to retire this July from National Nonwovens

With mixed emotions, we have some important news to share. Customer Service Representative Don Shiels is retiring from National Nonwovens on July 20, 2018 after 44 years of service.

We are happy for Don, but sad that we are losing such a gifted Customer Service Representative. Don always had a way of handling even the most challenging situations with ease and humor. His great personality is only part of the reason why Don was outstanding at his job. He also drew upon his comprehensive knowledge of National Nonwovens' product lines and manufacturing experience when helping customers navigate their way through the ordering process.

Half of Don's career at National Nonwovens - spanning over four decades - was in manufacturing. In 1974 he was hired to work in the dye house. Six years later he became a shift supervisor and continued being promoted to quality, plant supervisor and scheduling. All this experience helped him make an easy transition into Customer Service where he has assisted over 150,000 customers throughout the years!

National Nonwovens' customers unanimously enjoyed working with Don. In fact, many felt that he made ordering fun!

One such customer is Bev Stevens of Oley Valley Primitives. "I've shared lots of good laughs with him over the years. I can't say enough good things about Don!"

Don told us what he will miss most about working at National Nonwovens are the customers and his co-workers. When asked if he has special retirement plans, he replied, "Not really, just traveling (with his wife Susan) and finishing all my home projects." Whatever this next chapter brings for Don, we wish him the best. Congratulations Don and we will miss you!



The Customer Service Team (from left to right): Christine Abercrombie, Kim Cottengim, Don Shiels, and Diane Kowalski



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